

KHALIL YOUSSEF RHAYEM

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Beirut – Lebanon

Born in 1985, TEL: 03-054229

OBJECTIVE: To obtain a position that will allow me to develop and expand my experience, moving my career to a higher level

PROFILE:

- I have a clear, logical mind with a practical approach to problem solving
- I enjoy learning new things, overcoming challenges, and work very well under pressure
- I am an open-minded, friendly and resourceful with a sound and optimistic outlook on all things in life
- Ability to achieve immediate and long-term goals, while meeting with deadlines
- I am a loyal, talented and caring person who loves making a difference

EDUCATION

2006 -2010

Bachelor of Science: Business Administration, Minors Banking & Finance at SAGESSE University

2004 -2005

Lebanese Baccalaureate Diploma: Economy & Sociology

EMPLOYMENT

2014-Present

Lebanese American University: Accountant – Business Office

- Providing support to the team, such as preparing invoices, journal voucher, general ledger reports.
- Processing daily cash, cheques and voucher payment using banner and loan management system.
- Maintained the oracle system (data entry, checking assets location, posting, generating reports, etc.).
- Assign tag numbers to fixed assets as per the weekly asset inventory report.
- Prepared monthly journal entries to record fixed asset activity using oracle-R12.
- Working effectively as part of a hardworking and customer driven team.

2016-2017

Banque Du Liban: Service Desk Consultant – Services Department

- Provide Helpdesk support to BDL Employee via phone, email & by creating tickets for all declared incidents.
- Tracking ticket activity, routing and redirecting problems to BDL technicians to ensure incident are solved.
- Properly escalating unresolved queries to the next level of support.
- Generate reports to management detailing technicians weekly work activity, open, scheduled & closed tickets.
- Recommending procedure modifications or improvements and ensure precise handling of service request.

2010-2016

1Boxoffice Services -Down Town-Beirut: Web Content & Customer Service Officer

- Managing online content, while editing and proofreading all the data(www.1Boxoffice.com).
- Administrating the content of our partner's website(www.audieventclub.com).
- Analyzing the website's recommendations and testing the backend system.
- Maintained the CRM systems (Salesforce.com) for all the users such as the customer service & sales team.
- Following-up on customers' requests, orders processing, deliveries and providing timely responses 24/7.
- Developing and maintaining up-to-date contents for the website (adding Tickets/Events, translating data).
- Preparing periodic reports and presenting them to the superiormanagement.
- Managing the entire social media environment (Fb.com/1boxofficeservices, Twitter, YouTube).

2004-2006

Sky Suites Hotel - Beirut: Front Office Agent

- Dealing with reservations & cancellations operations by phone, e-mail, or in person using PMS software.
- Checking guests in, allocating rooms and handing out keys.
- Accountable for reviewing accounts and charges with guests while checking out.
- Ensure guest accounts are correctly balanced and control all credit transfers.
- Controlling and being aware of the room statuses to ensure maximum sales.
- Handling complaints and reviewing compliments from the guests.
- Compile reports relevant to guest accounts, receipts and vouchers both manually and electronically.

RELEVANT SKILLS & CAPABILITIES

Computer skills:

Microsoft Word, Excel, Power Point, Access, Outlook, Adobe Photoshop, Oracle R12, Solarwinds, Pms, Banner by Ellucian,

Languages:

Arabic (mother tongue), English (fluent), French (written & spoken)

Interest:

Basketball, Football,

REFERENCES ARE AVAILABLE UPON REQUEST